1	2
G.M.P. Madras	162.00
G.M.P. New Delhi	95.13
G.M. RABNM Noida	2.00
G.M. REP Nagpur	10.00
G.M. Sat. New Delhi	54.69
G.M. Task Force, Guwahati	17.10
Functional Units	
G.M. ALTTC Ghaziabad	4.00
G.M. QA Bangalore.	2.00
G.M. T&D Jabalpur	.39
GMT.F. Bombay	.52
G.M.T.F. Calcutta	2.00
G.M.T.F. Jabalpur	2.00
G.M.T.S. Calcutta	1.00
G.M. TRC New Delhi	.50
G.M. TTC Jabalpur	.50
G.M. Maintenance Bombay	7.00
G.M. Maintenance Calcutta	3.98
G.M. Maintenance Madras	7.00
GM. Maintenance New Delhi	6.03
M.T.N.L. (Mahanagar Telephone Nigam Ltd.)	986.00
Delhi Unit	610/-
Bombay Unit	376/-
VSNL (Videsh Sanchar Nigam Limited)	358.34

Commissioning of Telephone Exchanges

886. SHRI V. RAJAN CHELLAPPA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of telephone exchanges targetted to be commissioned during 1993-94;

(b) the number of telephone exchanges actually commissioned out of them;

(c) the time likely to be taken in utilisation of 50 per cent capacity of these exchanges;

(d) whether there is any provision for monitoring before and after the commissioning of the exchange; and

(e) if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) and (b) As given in Statement-I (See below).

(c) As per the policy of the Department 60 per cent capacity utilisation is achieved at the time of commissioning of telephone exchanges of capacity 2000 Lines and above. However, there is no such restriction for small and medium capacity exchanges.

(d) Yes, Sir.

(e) Details are given in Statement-II.

Statement-I

1. *Telephone exchanges (2000 lines and above):*

Exchanges planned to be commissioned during 1993-94=246 Nos.

Exchanges actually commissioned during 1993-94=565 Nos.

2. *Small and Medium capacity telephone exchanges.*

Exchange units planned to be commissioned during 1993-1994=229 Nos.

Exchange units actually commissioned during 1993-1994=6085 Nos.

The commissioned exchanges/exchange units indicated above also include exchanges/exchange units outside the planned programme.

Statement-II

Details are given as under as per the policy of the Department:—

1. A new small size telephone exchange is planned to be set up when

the number of paid registered applicants reaches 10 or more at a place.

2. 60 per cent of capacity utilisation is achieved at the time of commissioning and 92 per cent within six months of commissioning, in case of exchanges of capacity 2000 Line and above. However, for small and medium capacity exchanges, there is no such restrictions.

Quick Customer services Scheme

887. SHRI SYED SIBTEY RAZI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether MTNL have provided some services to its subscribers under its 'Quick Customer Service' scheme;

(b) if so, the details of services provided under this scheme, with criteria to avail of these services;

(c) whether Government propose to advice the subscribers to book their complaints for non-working of telephone connections under this service for prompt redressal of their complaints;

(d) if so, the details thereof and if not, the reasons therefor;

(e) whether MTNL propose to issue some guidelines through electronic and other media for subscribers as what they have to do in case of non-functioning of their telephone connections;

(f) if so, the details thereof and if not, the reasons therefor;

(g) whether the telephone numbers provided zone-wise under Fault Repair Service are never available to subscribers;

(h) whether the operators attending Fault Repair Service neither disclose their names nor give number of the complaint for non-functioning of connections; and

(i) if so, what guidelines are to be issued for subscribers in this regard for ideal functioning of MTNL?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir. MTNL has set up 19 'Quick Customer Service' Centre in Delhi and 35 in Bombay.

(b) The details of services provided under this scheme are given below:—

(i) Provision of accessories like long cord, plug & socket, plan instruments.

(ii) Phone Plus facilities like call waiting, call transfer, Dynamic STD lock, Hotline, Abbreviated dialing etc.

(iii) Baring of STD.

(iv) Safe custody for short duration (upto 90 days).

(v) Shift under same exchange area in Delhi. In Bombay shift within same premises only.

CRETERIA

Facilities at Sl. No. (i) to (v) can be availed as under:—

(i) This facility can be availed by all the subscribers.

(ii) It can be availed by subscribers connected to electronic exchanges only.

(iii) Can be availed by subscribers connected to other than electronic exchanges.

(iv) -do-

(v) can be availed by all subscribers.

(c) No Sir.

(d) Department of Telecom is already having a well organised complaint booking system.

(e) and (f) The procedure for registering complaints is already published in the information pages of the telephone directory further from time to time advertisements are given in the news papers furnishing